



Road Traffic Management Corporation

**APPOINTMENT OF TWO (02) SERVICE
PROVIDERS FOR THE PROVISION OF
COURIER SERVICES FOR RTMC FOR A
PERIOD OF THREE (03) YEARS**

RTMC BID NO: 09/2023/24

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. **Proprietary Information**

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the bidder, to be proprietary of RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. **Enquiries**

- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however the cut-off date will be on the **07 February 2024**.

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.
- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. **Validity Period**

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. **Supplier Performance Management**

- 4.1 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude SBD 7.2 and Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the Bidder 's performance level and ensure effective delivery of service, quality and value-add to RTMC business.

4.3 Should the successful bidder fail to sign the SBD 7.2 and the SLA when called upon to do so, the RTMC may without prejudice to any other rights it may have -

4.3.1 cancel the contract that may have been entered into between the successful bidder and the RTMC and the successful bidder shall pay to the RTMC any additional expenses incurred by the RTMC having either:

4.3.1.1 to accept any less favourable Bid or,

4.3.1.2 if new Bids have to be invited, the additional expenditure incurred by the invitation of fresh Bids and/ or by the subsequent acceptance of any less favourable Bidder.

5. **Instructions on submission of Bids**

5.1 Bids should be submitted as follows:

5.1.1 Technical envelopes

- Two (2) copies for technical responses/functional evaluation (1 Original and 1 copy)
- PDF electronic copy in a memory stick of the technical responses/functional (to be enclosed in the envelope which contains the original document)

5.1.2 Financial envelopes

- Pricing proposals should be submitted separately Two (2) copies (1 Original and 1 copy)
- PDF electronic copy in a memory stick of the pricing proposals (to be enclosed in the envelope which contains the original document)

5.2 All envelopes to be sealed and endorsed, **RTMC BID 09/2023/24: Appointment of two (02) services providers for the provision of courier services for RTMC for a period of three (03) years.**

5.3 The sealed envelope must be placed in the bid box at the Main Reception area of the **RTMC Eco Origin Office Park, Block F, 349 Witch-Hazel Street, Highveld, Centurion Ext 79, 0157** by no later than **11:00am on 14 February 2024.**

5.4 **Compulsory Briefing session: Online/Virtual**

5.4.1 The online/Virtual compulsory briefing session will be held on **31 January 2024** at **10:00am.**

5.4.2 Bidders are required to register for a compulsory briefing session by submitting necessary information to bidadmin@rtmc.co.za by not later than **29 January 2024 at 14:00pm** in order to be eligible to participate in the compulsory briefing and the bid process.

The following information is required to register for a briefing session:

- Company Name
- CSD Registration number
- Name and Surname of the Representative

Bidder/s who fail to comply with the above requirement will not be considered the compulsory briefing session.

5.4.3 Upon registration a link will be shared with the bidders to enable them to participate on the stated virtual meeting.

5.4.4 Bidders will be required to login using their company name, thirty (30) minutes before the starting time of the briefing session to allow for a virtual registration. Example, if the session starts at 10:00am bidders will be allowed to login at 09:30am and session will start promptly at 10:00am.

5.4.5 After the briefing session a **signed briefing certificate will be emailed** to all the bidders who were part/attended the online/virtual briefing session.

NB: The mentioned briefing certificate must be attached on the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 The bidder's company name, closing date and the return address must also be endorsed on the envelope.

5.6 All bids submitted must be signed by a person or persons duly authorised thereto.

5.7 If a courier service company is being used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.

5.8 Bid received by email, facsimile or similar medium will not be considered.

5.9 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

5.10 Amended bids may be sent in an envelope marked **“Amendment to Bid”** and should be placed in the bid box before the closing time.

5.11 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC in regard to anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.

6.2 The bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).

6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.

6.4 The successful bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.

6.5 Bidders should note that should its Bid be accepted, and should the Bidder be unwilling or unable to commence the Services on the commencement date due to circumstances that are within its control, the RTMC shall be entitled, without prejudice to any other rights it may have –

6.5.1 to terminate the contract; or

6.5.2 claim specific performance from the successful bidder;

and claim damages from the successful bidder.

6.6 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all

his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.

7. RTMC's Rights and Obligations

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.
- 7.6 The RTMC acknowledge and agree that all data and Personal Information provided by the bidder to the RTMC, or to which the RTMC may be exposed, shall constitute Personal Information.
- 7.7 The RTMC hereby undertakes–
- 7.7.1 in favour of the bidder that it shall at all times strictly comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and any other legislation related to the protection of Personal Information;
 - 7.7.2 to use its best efforts to keep Personal Information confidential and shall not disclose any Personal Information to any other person except as required by law, save to the extent set out in this bid;

- 7.7.3 at the RTMC's option, return or destroy any Personal Information once it is no longer required for the purposes of performing its obligations under this Bid or any directly related purpose; and
- 7.7.4 not process Personal Information for any purpose other than to perform its obligations under this bid.

8. SPECIAL INSTRUCTIONS TO BIDDERS

- 8.1 Bidders shall provide full and accurate answers to the questions posed in this document.
- 8.2 Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.
- 8.3 The RTMC reserves the right to sign a Service Level Agreement (SLA) with the service provider to supplement services in an agreement in this regard.
- 8.4 RTMC reserves the right to include any additional related items on the contract that are currently not part of the bid document.
- 8.5 The RTMC will not be held responsible for any costs incurred in the preparation and submission of bid documents.
- 8.6 RTMC reserves the right to verify information provided by bidders and any misrepresentation will lead to disqualification of the bidder.
- 8.7 The bidder must indemnify the RTMC and holds the RTMC harmless against all and any claims which may at any time be made against the RTMC in respect of any injury, claim, loss, liability, damage, cost or expense (including legal fees) which the bidder or a third party may incur or suffer as a result of the performance of the Services by the bidder or any of its contractors, employees, agents or suppliers.

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATIONS

1. PURPOSE

The purpose of this proposal is to invite potential service providers for the provision of courier services for RTMC for a period of three (03) years.

2. BACKGROUND

2.1 The Road Traffic Management Corporation (Hereafter referred to as “RTMC”), was established in terms of section 3 of the Road Traffic Management Corporation Act No. 20 of 1999

2.2 During the 2016/17 financial year, the RTMC Board approved the funding model for the RTMC. The approved funding model inter alia included the online renewal of MVL's. After several years of challenges experienced in developing and having this revenue stream endorsed, approval was finally received in 2021.

2.3 The Corporation launched the online services on 18 February 2022. Key to the online service operations is a courier services to deliver vehicle licences to applicants.

2.4 Therefore, the need to invite suitable service providers that have the requisite skill and capacity to provide courier services to the RTMC for a period of three (3) years. This service is a critical and key enabler to RTMC's online services operations.

2.5 The RTMC wishes to appoint two (02) service providers who will render the courier services in accordance with the following:

2.5.1 Normal RTMC day to day deliveries (one (01) service provider).

2.5.2 Motor Vehicle Licence renewals (one (01) service provider).

3. DETAILED SPECIFICATION AND SCOPE OF WORK

The below tasks and/or requirements are to be included in the scope of this bid:

3.1 Type of service:

3.1.1 Provide a “door to door” courier service.

3.1.2 The bidder will be required to collect, dispatch, and freight all consignment to all destinations within South Africa. Therefore, the bidder must demonstrate that they have

national footprint and can deliver to any destination within the stipulated minimum delivery periods required.

- 3.1.3 Due to the daily volumes expected with vehicle licence deliveries, the bidder will also be required to provide an in-house service in relation to all vehicle licence deliveries from the point of printing.
- 3.1.4 Clients should be alerted of the delivery of the licence with concise arrangements being made prior to delivery.

3.2 Nature of Service:

RTMC occupies the following offices:

- Eco Origin Park (Centurion) – normal services
- Waterfall Office Park (Midrand) – normal services and motor vehicle licences
- Denel Training Academy (Kempton Park) – normal services
- Boekenhoutkloof Traffic Training College (Pretoria West) – normal services and,
- Other regional offices (in various provincial locations) – normal services.

NB: Bidders are advised to note the possibility of moving offices or acquiring additional offices in future.

- 3.2.1 Express delivery - Same day: RTMC Offices: collection time is, as and when the service provider is alerted, and delivery time is, as per arrangement with client from 08:00 until 23h00.
- 3.2.2 Express delivery - Overnight / next day: RTMC Offices: collection time - 14h00 and delivery time - 10h30 or 13h00 as per arrangement with client.
- 3.2.3 Special delivery - Public holiday and weekend delivery. (RTMC Offices – as per arrangement with service provider - Service on request) between 08h00-17h00, as arranged with the client.
- 3.2.4 Economy delivery 1 – within 3 workdays within Gauteng (50km from service provider hub and Major destinations, i.e.,
 - o Gauteng – Gauteng to Gauteng within a 50km radius
 - o Major cities – Gauteng to Major cities incl. Metro's

Normal RTMC courier services: Collection time is at 14:00 weekdays and delivery time is between 08:00 and 16:00 and

Motor Vehicle Licences: collection time is at 11h00 and 17:00 weekdays, and as arranged on weekend as well as on public holidays. Delivery is between 08h00 -16h00.

3.2.5 Economy delivery 2 – within 5 workdays for regional deliveries.

Normal RTMC courier services: Collection time is at 14:00 weekdays and delivery time is between 08:00 and 16:00, and

Motor Vehicle Licences: collection time is at 11h00 and 17:00 weekdays, and as arranged on weekend as well as on public holidays. Delivery is between 08h00 -16h00.

3.3 Delivery Locations:

3.3.1 Country-wide within SA

3.3.2 Primary base is Gauteng (Service provider main depot or RTMC main despatch site) (**NB**, it is envisaged that with time, Durban and Cape Town may also become a primary base from where consignment may be issued from)

3.3.3 Categorisation of delivery locations is as follows:

- Gauteng – Gauteng to Gauteng within a 50km radius
- Major cities – Gauteng to Major cities incl. Metro's
- Regional – Gauteng to regional towns or locations

NB: Decentralisation of services to Durban and Cape Town (as alternative primary sites) may be implemented during the service providers' tenure. *(Should any other major destination be identified, the RTMC reserves the right to negotiate similar terms as stated above in 3.3.2.)*

3.4 Insurance:

3.4.1 The service provider must have a cost-effective and competitive insurance facility to provide cover for insured documents and parcels.

3.4.2 All risks relating to courier services remains with the courier company from pick up until delivery.

3.4.3 All lost or damaged parcels will be redelivered by the service provider at a zero-rate, with the service provider covering the all-inclusive (comprehensive) replacement cost of replacing the content of the parcel.

3.4.4 The RTMC reserves the right to recover all-inclusive (comprehensive) cost.

3.5 Online tracking:

3.5.1 An SMS (WhatsApp to be used as an alternative) to be sent to the Delivery Contact number instantly when the barcode of the parcel is scanned by the on-site team of the service provider which should indicate at least the following:

3.5.1.1 Waybill Number and the 2 RTMC Reference numbers

- 3.5.1.2 URL to track the parcel via the Waybill number or RTMC Reference numbers (both RTMC reference numbers should be active to track a parcel).
- 3.5.1.3 Unique Pin Code or similar - if opted for as value-added service.

3.6 On-Site processing of licensing consignments:

- 3.6.1 The service provider must ensure safety of all consignment when out on delivery. Their safe handling procedures must be regularly assessed and enhanced in accordance with any emerging industry threats and risks.
- 3.6.2 The service provider must ensure they have reliable, road-worthy, and licensed fleet of vehicles fitted with a tracking/monitoring device.
- 3.6.3 *All deliveries must be according to the delivery information as provided by the RTMC for each parcel.
- 3.6.4 The POD image on delivery should contain as a minimum the following information and must be completed by the receiver fully:
 - 3.6.4.1 Waybill Number – printed.
 - 3.6.4.2 RTMC Reference number – printed.
 - 3.6.4.3 Client Name – printed.
 - 3.6.4.4 Delivery Address – printed.
 - 3.6.4.5 Delivery contact number – printed.
 - 3.6.4.6 Alternative delivery contact number – printed.
 - 3.6.4.7 Date and time received – to be completed by receiver.
 - 3.6.4.8 Receiver name and signature – to be completed by receiver.
 - 3.6.4.9 ID number of client – to be completed by receiver/agent to verify ID number.
 - 3.6.4.10 Special instructions by Clients.
- 3.6.5 Licence consignment must be processed on the same day when provided to the service provider and collected for delivery twice on every workday at 11:00 am and 16:30, same would be applicable if the RTMC team works on public holidays or on weekends.
- 3.6.6 There must be an assigned account / project manager to the RTMC.
- 3.6.7 The RTMC may consider additional value-added safety features for some deliveries which are outlined under value-added services below.
- 3.6.8 There must be secure handling facilities for consignment which is at specific points of dispatch/routing e.g., twenty-four (24) hours of surveillance.
- 3.6.9 Any challenges experienced must be escalated to the dedicated RTMC project manager assigned for all liaison within 24 hours (unless otherwise stipulated in the terms of reference) to ensure a speedy resolution of the required service.

3.7 On-site equipment for licencing consignments:

- 3.7.1 The service provider must provide all necessary stationery to enable a smooth operational flow.
- 3.7.2 This includes items such as pre-printed waybills, sticker, A3 and A4 waterproof A3/A4 flyers, furniture, network and/or any other items needed to provide the service.
- 3.7.3 The system of the service provider to which each parcel is scanned should detect duplicates on both RTMC reference numbers, when such duplicates are detected. The service provider's system should not accept such duplicates unless approved by the manager of the RTMC team.

3.8 Damaged or lost parcels

- 3.8.1 Damage of losses to or tampering with packages must be reported in writing within 24 hours to the designated RTMC project manager.
- 3.8.2 Lost parcels notification to the RTMC project manager should include a South African Police Service (SAPS) case number for the reported loss/es.
- 3.8.3 Consignees need to be informed as soon as possible of the incident and that the parcel will be redelivered.

3.9 Consignment types as follows, but not limited to:

- 3.9.1 Documents
- 3.9.2 Examination papers
- 3.9.3 Books / manuals (similar)
- 3.9.4 Motor Vehicle Licences
- 3.9.5 Other secure parcels
- 3.9.6 Normal Parcels
- 3.9.7 IT Equipment.

3.10 Reporting:

- 3.10.1 The service provider must submit electronic daily/weekly/monthly tracking report/s with updates on RTMC's consignments in the format provided by the RTMC.
- 3.10.2 The performance report should include all issues as contemplated in the Service Level Agreement. The supporting evidence should be in MS Excel or .csv format to allow for detailed analysis by the RTMC.

3.10.3 POD images need to be saved on a RTMC ftp server in folders per Month Delivered. POD images should be clear and readable and fully completed and not more than 400kb size. The image filename needs to be the unique RTMC reference number, followed by the waybill number separated by '_' with no spaces.

3.10.4 The service provider will provide an updated POD Report at 02:00 AM everyday which needs to be saved on a RTMC ftp server in a format that will be provided by the RTMC.

3.10.5 If a client disputes that a notification was sent and/or that a client disputes that he/she was contacted, the service provider must provide proof of such communication/s within 12 work hours from when the dispute was lodged.

3.11 Dedicated project team for licensing consignments:

3.11.1 There must be a dedicated team on site that will be responsible to receive and process daily consignment.

3.11.2 Team members from the service provider who will be processing parcels on the RTMC premises need to sign a confidentiality clause- must not have a criminal record once appointed.

3.11.3 There must be a dedicated assigned account / project manager to the RTMC, the assigned account / project manager needs to sign a confidentiality clause- must not have a criminal record once appointed.

3.11.4 Any challenges experienced must be escalated to the dedicated RTMC project manager assigned for all liaison to ensure a speedy resolution of the required service within 4 hours.

3.11.5 The service provider's on-site team at the RTMC should be available to work on public holidays and weekends as and when requested.

3.11.6 The service provider must provide IT technical support for their on-site team as and when needed, IT related issues need to be resolved within 2 hours.

3.12 Account management:

3.12.1 The RTMC must receive all invoices on the agreed upon time and date. A detailed account and billing information must be submitted monthly accompanying the invoice.

3.12.2 All relevant and itemised supporting information must accompany the invoice along with the statement.

3.13 Additional value-added services:

3.13.1 These are additional services that the RTMC may require as part of the implementation of the service as follows, but not limited to:

3.13.2 Enhanced safety features when delivering high-risk consignment (e.g., parcel delivery security)

3.14 Delivery stipulations

3.14.1 All deliveries to clients should be completed by 17:00 unless so required by the client up to 19:00 or within 08:30 and 16:30 when the delivery address is indicated as a Business.

3.14.2 If a client is not available on the delivery contact number, the client should be contacted on the alternative delivery contact number, or the email address provided by the RTMC on the 2D barcode during scanning of a parcel.

3.14.3 Before a parcel is returned after two (2) attempts, the RTMC manager of operations need to be contacted for the RTMC to attempt to contact the client. If the RTMC cannot get hold of the client, authorisation of the return will be given by the RTMC project manager.

4. Estimated Quantities

4.1 Normal RTMC day to day deliveries

4.2 Licensing consignments plus/minus 10 000 parcels per day

SECTION: 3

EVALUATION CRITERIA

1. EVALUATION CRITERIA

The bid will be evaluated in the following stages:

(a) Stage 1 (A) – Standard Mandatory Requirements

Bidders are expected to submit and comply with all the required Standard Compliance Requirements. Failure to comply with these requirements will invalidate the bid. Below are Standard Mandatory requirements.

- Bidders are required to submit bid document as follows:
 - one original,
 - one hard copy
- PDF electronic copy in a clearly marked/ labelled memory stick. Documents submitted on electronic copy must be the same documents as the hard copy (original).
- In case of a Joint Venture (JV), Consortium, Teaming Agreement or similar relationship/agreement; bidders must submit standard bidding documents (SBD 1, SBD 4 and SBD 6.1) for each of the entities in an agreed business relationship and accompanied by an agreement.
- Bidder(s) must be registered with National Treasury Centralised Supplier Database (CSD) – CSD report or CSD MAAA Reference Number.
- Compulsory briefing session certificate

(b) Stage 1 (B) – Standard Compliance Requirements

Standard bidding documents must be duly completed and signed by authorised person(s).

(c) Stage 2 – Mandatory Requirement

Bidders who fail to meet the mandatory requirements will be disqualified from further evaluation.

(d) Stage 3 - Functionality Evaluation

This stage will be on written responses/ proposals which consists of **100 points**.

Bidders will be required to score a minimum of seventy (70) points in order to qualify for a stage 4.

(e) Stage 4 – Price and Specific Goals Evaluation

Bidders will be evaluated on either 90/10 or 80/20 (i.e., 90/80 points on Price and 10/20 points for Specific Goals).

NB: The RTMC wishes to appoint two (02) service providers who will render the courier services in accordance with the following:

- **Normal RTMC day to day deliveries (one (01) service provider).**
- **Motor Vehicle Licence renewals (one (01) service provider).**

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

STANDARD COMPLIANCE REQUIREMENTS	Comply (Yes / No)
ENVELOPE ONE (1)	
Total Number of copies submitted – Two (2) (1 original and 1 copy) All the documentation under bid proposal is to be converted and submitted in a PDF within a memory stick	
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)	
Compulsory Briefing Session Certificate	
SBD 1: Invitation to bid and company information	
SBD 4: Declaration of interest	
ENVELOPE TWO (2): FINANCIAL IMPLICATIONS TO BE SUBMITTED SEPARATELY FROM ENVELOPE ONE (1)	
STANDARD COMPLIANCE REQUIREMENTS	
Total Number of copies submitted – Two (2) (1 original and 1 copy) All the documentation under financial proposal is to be converted and submitted in	

a PDF within a memory stick	
<p>SBD 3.1: Pricing schedule</p> <p>NB. Bidders are required to complete the SBD 3.1 and the attached provided price schedule – Annexure “A” (either as issued or on the company letterhead)</p>	
<p>SBD 6.1: Preference points claim form.</p> <p>(In case of a Joint Venture (JV), Consortium, Teaming Agreement or similar relationship/agreement; bidders must submit separate standard bidding documents (SBD 6.1) for each of the entities in an agreed business relationship and accompanied by an agreement).</p>	

NB: Failure to comply with the above requirements will lead to a disqualification of the bidder.

STAGE 2 – MANDATORY REQUIREMENTS

MANDATORY REQUIREMENTS	COMPLY YES / NO
<p>Proof of valid registration certificate of authorisation with ICASA in terms of the Postal Services Act, 1998 (Act No. 124 of 1998).</p> <p>Compliance Requirement:</p> <p>Bidder must submit a valid ICASA certificate.</p>	
<p>Proof of valid goods in transit insurance.</p> <p>Compliance Requirement:</p> <p>Provide valid insurance cover or letter of confirmation issued by a registered/licenced intermediary (broker/underwriter) or provide insurance with an authorised Financial Service Provider (FSP) in terms of the Financial Advisory and Intermediary Services Act (Act No. 37 of 2002).</p>	

1.2 FUNCTIONALITY CRITERIA

NB: FUNCTIONAL EVALUATION WILL BE SPLIT INTO TWO (2) STEPS. i.e. - STEP 1 – WRITTEN RESPONSE AND STEP 2 – PRESENTATION AND DEMONSTRATION

STEP 1

Step 1 will be based on written proposals and shall be evaluated based on the following parameters for functionality:

DESCRIPTION	POINTS
A. Bidders Relevant Experience in Courier Services or Similar Work Done	20
Bidders to demonstrate experience in similar sized business whereby they provided door to door courier services. <ul style="list-style-type: none">▪ 1 to 2 reference letters = 10 points▪ 3 to 5 reference letters = 15 points▪ 6 or more reference letters = 20 points Compliance requirement: <p>The bidder must submit clearly visible reference letters in clients' letterhead indicating all the below-mentioned details.</p> <ul style="list-style-type: none">• Name of the institution/entity where services were rendered,• Address of the institution/entity where services were rendered,• Duration/Period, and• Contact details,• Reference letters must be signed by the authorised person/s with dates. NB: Bidders are required to ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.	

B. Implementation Methodology		30						
<p><u>B1. Methodology</u></p> <p>Workflow: bidder should outline the entire process from the notification of collection, and to delivery of the parcel.</p> <p>Turnaround time: bidder must demonstrate the turnaround time for various routes and courier (ability to deliver on time including in rural areas).</p> <p>Online Systems used: bidder outline what courier management and booking systems used, methods used to deliver the services, provide competitive differentiation by demonstrating in-depth of experience and best practices in the industry, proposed technological innovations and service improvement. The table below will be used to score for methodology proposed.</p> <table> <tr> <th>Rating Level</th><th>Description</th><th>Points</th></tr> <tr> <td>Very Good</td><td> <p>The methodology covers a detailed fleet profile and distribution plan on how the collection and delivery of parcels that will be executed locally at a Provincial level, outline the turnaround time process (this should include national routes) on all the courier service requests.</p> <p>The online system should have an ability to track and trace a consignment from point of collection to point of delivery, ability to provide web-based collection requests and submission confirmation. The system should provide online quotes for all documents or parcels and provide proof of delivery once a consignment has been delivered.</p> <p>The system should provide online generated waybills, <i>tracking number</i> even for multiple shipments with individual parcel identification when collecting. The system should have ability to generate <i>waybill online</i> and allow driver to deliver multiple shipments with a <i>single signature</i> and ability to generate <i>reports</i> (early alerts for late deliveries, daily, monthly reports, monthly expenditure reports) and proposed <i>technological innovations</i> which will enhance service delivery</p> </td><td>20</td></tr> </table>			Rating Level	Description	Points	Very Good	<p>The methodology covers a detailed fleet profile and distribution plan on how the collection and delivery of parcels that will be executed locally at a Provincial level, outline the turnaround time process (this should include national routes) on all the courier service requests.</p> <p>The online system should have an ability to track and trace a consignment from point of collection to point of delivery, ability to provide web-based collection requests and submission confirmation. The system should provide online quotes for all documents or parcels and provide proof of delivery once a consignment has been delivered.</p> <p>The system should provide online generated waybills, <i>tracking number</i> even for multiple shipments with individual parcel identification when collecting. The system should have ability to generate <i>waybill online</i> and allow driver to deliver multiple shipments with a <i>single signature</i> and ability to generate <i>reports</i> (early alerts for late deliveries, daily, monthly reports, monthly expenditure reports) and proposed <i>technological innovations</i> which will enhance service delivery</p>	20
Rating Level	Description	Points						
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Good	It is acceptable but does not cover some of the key areas	10
Poor	It below acceptable with significant gaps on the end-to-end process	0

B2. Contingency plan to ensure continuity of service delivery – bidder must indicate the risk management associated with this project and mitigation strategy. The table below will be used to score the contingency plan proposal.

Rating Level	Description	Points
Very Good	<p>The contingency plan in preparation for failures and emergencies coming from internal and external sources focused on how to maintain courier service delivery:</p> <p>The service provider should provide response strategy to mitigate risks in relation to the following,</p> <ul style="list-style-type: none"> i) continuity plan on operating after disaster has occurred, and ii) provide contingency plan on human resource requirements – in an unforeseen event not related to business dealings. 	10
Good	It is acceptable but does not cover some of the key areas	5
Poor	It below acceptable with significant gaps on the end-to-end process	0

C. Secured Deliveries	10
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Proof of valid goods in transit insurance.

Compliance Requirement:

Provide valid insurance cover or letter of confirmation issued by a registered/licenced intermediary (broker/underwriter) or provide insurance with an authorised Financial Service Provider (FSP) in terms of the Financial Advisory and Intermediary Services Act (Act No. 37 of 2002).

D. Project Team Experience	20
<p><u>C1. Key Account Manager</u></p> <p>Key Account Manager must have experience in operating or management of a courier service provider.</p> <ul style="list-style-type: none"> • More than 5 years of experience in courier service – 10 points • 3 to 4 years of experience in courier service – 8 points • 2 to 3 years of experience in courier service – 6 points • At least 1 year of experience in courier service – 4 points <p>Compliance Requirements: Attach CV for Key Account Manager with supporting qualifications. Post Matric qualification(s) recommended.</p> <p><u>C2. Shift Manager/Supervisor</u></p> <p>Key Account Manager must have experience in operating or management of a courier service provider.</p> <ul style="list-style-type: none"> • More than 5 years of experience in courier service – 10 points • 3 to 4 years of experience in courier service – 8 points • 2 to 3 years of experience in courier service – 6 points • At least 1 year of experience in courier service – 4 points <p>Compliance Requirements: Attach CV for Shift Manager/Supervisor with supporting qualifications. Post Matric qualification(s) recommended.</p>	
SUBTOTAL	80

NB: BIDDERS ARE EXPECTED TO SCORE A MINIMUM OF FIFTY-FIVE (55) POINTS IN ORDER TO QUALIFY FOR STEP 2.

STEP 2: PRESENTATION AND DEMONSTRATION

PRESENTATION AND DEMONSTRATION CONTENTS	POINTS
Demonstrate the capabilities of the online system as per below	
Waybill Number and the 2 RTMC Reference numbers The system should provide online generated waybills, <i>tracking number</i> even for multiple shipments with individual parcel identification when collecting.	5
The system should provide online quotes for all documents or parcels and provide proof of delivery once a consignment has been delivered. The system should allow driver to deliver multiple shipments with a <i>single signature</i> .	4
The ability to provide web-based collection requests and submission confirmation	3
Unique Pin Code or similar - if opted for as value-added service.	3
Reports: ability to generate <i>reports</i> (amongst others, early alerts for late deliveries, daily, monthly reports, monthly expenditure reports, etc.)	5
TOTAL POINTS	20

Bidders will be required to make a presentation before the evaluation committee, however at least a minimum of **15 points** must be scored during the presentation and demonstration.

NB: BIDDERS ARE EXPECTED TO SCORE MINIMUM OF SEVENTY (70) POINTS IN ORDER TO QUALIFY FOR STAGE 4.

1.3 STAGE 4 – PRICE AND B-BBEE (SPECIFIC GOAL EVALUATION)

Bidder/s who qualify for this stage will be evaluated using the PPPFA and the one scoring the highest points will be awarded the bid:

CRITERIA	MAXIMUM POINTS	MAXIMUM POINTS
Price	90	80
EME or QSE	2	4
Black Owned Company	2	4
Women Owned Company	2	4
Youth Owned Company	1	2
*Company owned by people living with disabilities	3	6
Grand Total	100	100

* Medical Practitioners letter must be attached.

SECTION: 4

ANNEXURE AND

STANDARD BIDDING

DOCUMENTS

See the attached SBD forms

(All SBD forms must be

signed)

BIDDING DOCUMENTS: GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.
5. The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
6. Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.
9. In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.